

WOODROW WILSON REHABILITATION CENTER POLICIES AND PROCEDURES	
Title: CLIENT RECORD STANDARDS	
Policy Number: 4.31	
Effective Date: 9/87	Page 1 of 4
Lead Department: RECORDS MANAGEMENT SERVICES	

OBJECTIVE

To assure that client records meet Center standards for quality and timely communication to sponsors.

POLICY

The Center maintains a unit record on each client and contains vocational information and/or medical information. Vocational record standards are managed through the Vocational Records Committee that represents the major professional vocational services. Medical record standards are managed by the Records Management Services Director through the quarterly CORF and Compliance committees meetings that represent the major professional medical services. Responsibilities include the following:

1. Develop policies and standards to include the organization, content, and safeguards which meet minimum requirements of Federal and Agency regulations, Commonwealth Statutes, and accreditation standards.
2. Review at least quarterly, a sample of client records to measure compliance with regulatory standards.
3. Review, by September 30th of each year, Center policies and procedures concerning client records and reports and present written recommendations to be considered by the executive staff.

GENERAL GUIDELINES

1. All client records shall be controlled from Records Management Services Department.
2. All departmental policies and procedures for accessing, releasing, and safeguarding client information shall comply with Federal, State, and Center policies.
3. All records shall be current, and content shall comply with Center standards.
4. All records shall be maintained according to Records Management Services Department standards.

5. The Vocational Record Committee shall review and approve all record forms. The committee will assign numbers and forward the approved form to the Electronic Forms Cabinet. Medical forms are reviewed at the Medical Staff meeting and forwarded to the RMS Director for number assignment and submission to the Electronic Forms Cabinet.
6. Any vocational programs, grants, or support services working with clients are subject to these policies and standards.

STANDARDS

The following standards apply to all client records:

1. For each person admitted to WWRC, a single client record shall be prepared and maintained to communicate the appropriate client information clearly, concisely, completely and promptly. Reports should be objective. Information that is subjective should be so designated.
2. Individual client records shall be maintained on a current basis. Significant changes in clinical status shall be recorded within 48 hours of the event; and individualized progress reports and specific Service Exit Summaries should be completed within 14 calendar days of discharge or service completion. Comprehensive Durable Medical Equipment Reports should be sent to DME and comply with the 7-day report standard. Client Management Discharge Reports should be completed within 21 calendar days after discharge from WWRC. Records should be durable and legible.
3. Complete client records shall include:
 - a. The original document, except correspondence, when a copy should be filed.
 - b. Participant ID number, individual's name, social security number and date of birth. When data is not obtainable, the reason is entered in the record.
 - c. The name and address of all necessary liaisons/contacts, including the person's representative, conservator, guardian and/or representative payee, if one has been appointed for the person served.
 - d. Pertinent histories, diagnosis of disability, disability code, rehabilitation program goals, prognosis, financial arrangements and expected length of stay.
 - e. Name of counselor who shall be the program manager designated for each individual. (For individuals in a medical rehab program on Rothrock Hall the physician manages all treatment decisions).
 - f. Program manager's service/progress notes.

- g. Reports from referring sources.
- h. Evidence of referrals for services.
- i. Reports from consultations and laboratory, radiology, orthotic, prosthetic, vocational and counseling services, etc.
- j. Reasons why any referral could not be completed.
- k. Evidence of the individual's participation in the decision-making process of his or her own program. This can occur during initial evaluation and planning in the selection of specific service methods, during the service process in dealing with feedback, and in decisions regarding treatment effectiveness, outcomes and future plans.
- l. Reports of intake and progress conferences.
- m. A comprehensive individualized program plan. When the individual is simultaneously involved in more than one service, there should be an overall plan and each service unit shall have a detailed plan providing for items 1 through 8.
 - 1. Rehabilitation problem or the individual's presenting need.
 - 2. Individual's goals.
 - 3. Treatment services to be provided.
 - 4. Specific service goals.
 - 5. Time intervals at which treatment or service outcomes will be reviewed.
 - 6. Anticipated time frame(s) for the accomplishment of the individual's specified goals.
 - 7. Measures to be used to assess the effects of treatment or services.
 - 8. Person(s) responsible for implementation of the plan.
- n. Progress reports from each service.
- o. Evaluation reports from each service.
- p. A discharge report from each service area.
- q. Follow-up reports.

- r. A signature and date on all documentation. Signature should include full name and title. This documentation must include the signature and title of the person qualified to render the service.
- s. When information and/or photographs have been released or used, there shall be a signed and dated authorization from the person served, or the parent or guardian as appropriate, to release the information or use of the photographs.

Vocational Record Committee Responsibilities

1. Responsibilities

- a. Establishing WWRC standards in the form of Center policy for all aspects of the vocational record.
- b. Ensuring that WWRC vocational records conform to Center and accrediting bodies' standards.
- c. Identifying consistent problems, recommending actions to correct these problems, and monitoring the actions taken.
- d. Reviewing and revising Center policies and procedures relevant to recordkeeping practices annually.
- e. Monitoring the forms used in the vocational record to ensure uniformity and to reduce duplication.
- f. The Records Management Services Department will provide a summary report of delinquent information and timely completion of records based on established standards.

3. Meetings

The Vocational Record Committee shall meet on a quarterly basis.

4. Membership

Membership shall be representative of the major professional services, including Vocational Training, Counseling, Vocational Evaluation, PERT and Records Management Services Department.